

# FortiMail Cloud

## Secure Email Managed Service

(Updated October 2017)

For FortiMail Appliance and general feature FAQs see separate the FortiMail FAQ document.

Most questions can be answered in full within the [FortiMail Cloud Service Description](#). Please consider this document before checking the Frequently Asked Questions.

### General FAQs

#### What is FortiMail Cloud?

FortiMail Cloud is an Infrastructure as a Service (IaaS) implementation of the FortiMail Product, hosted & maintained by Fortinet. Each customer is provisioned with their own virtual instance of FortiMail, initially configured with support from the FortiMail Support team, and then provided with administrative level access to complete integration into customer Email architecture.

#### What deployment options are there for FortiMail Cloud?

FortiMail Cloud can be deployed in two main modes:

- Gateway — Route email to Fortinet where it is cleaned of malware and spam and forwarded onwards to existing customer mail servers.
- Server — Hosted email infrastructure and security with Fortinet while benefiting from Malware and spam protection as well as protection of sensitive information.

Additionally, for both deployments FortiMail Cloud there is a 'Premium' option, which adds Data Loss Prevention, Identity Based Encryption and Sandboxing. For the Server offering, the Premium service also adds additional mailbox storage.

#### Can this service be resold to protect multiple third party domains?

Yes, this requires purchase of the FortiMail Cloud - Gateway Premium for MSSP SKU option. See the MSSP FAQ for details.

#### What SLAs are offered?

For details of the SLA targets, please see the Service Description <http://docs.fortinet.com/forticloud/admin-guides>.

#### What is the lead time for provisioning of the service?

The standard lead time for provision is 5 working days from the point of receipt of the FortiMail Cloud Provisioning Form, which is provided once your Order is accepted. Typically provisioning will be achieved more quickly than this, and this is quoted to allow for some interaction between Fortinet and the customer on configuration details, initial integration, etc.

#### Can potential customers evaluate the service?

Yes. A 60 day evaluation is available on request. Please contact your Fortinet account manager.

#### Is there training available?

Yes. Training on the deployment, operation & administration of FortiMail is available as part of the Fortinet Network Security Expert (NSE) Program. For full details, please see <https://www.fortinet.com/support-and-training.html>.

**How does FortiMail Cloud differ from an on-prem deployment of FortiMail?**

FortiMail Cloud is based on the Virtual Machine version for FortiMail therefore it is functionally identical (depending on which subscription service you choose). The benefit of FortiMail Cloud is that Fortinet provide this as a service, removing the need to maintain the hardware and software. Other benefits include:

- Ability to scale up with no additional hardware costs
- Malware and spam are stopped in the Fortinet cloud before reaching the customer network, saving bandwidth and improving security
- Infrastructure managed 24x7 by Fortinet engineers

**MSSP FAQs**

There is a dedicated FortiMail Cloud - Gateway Premium for MSSP SKU for customers wanting to resell the service to their customers as part of a white-labelled MSSP offering. This section covers the FAQs specific to that SKU:

**Do you need to be an official Fortinet MSSP / partner status to sell this SKU?**

No. This SKU is available to any partner or customer.

**How does this SKU differ to the standard FortiMail Cloud SKU?**

Yes. In the standard SKU, the number of supported domains is limited to 10 (unless previously agreed with Fortinet). The size of the VM provisioned will be directly related to the number of mailboxes and the minimum order quantity is 25 mailboxes.

For the MSSP SKU, the domain limit is increased to 2000, a VM08 is provisioned from the start to allow faster scaling and therefore the minimum order quantity is 500 mailboxes. The MSSP can add domains to the system without need for intervention from Fortinet. It is the duty of the MSSP to notify Fortinet of any increase in number of protected mailboxes over the subscribed number. If Fortinet detect an unusual amount of activity over what has been licensed, Fortinet reserves the right to audit the usage and if necessary withhold service until the customer purchases the correct licenses.

The MSSP may choose to rebrand the customer facing elements of the FortiMail (Quarantine reports, admin GUI) with their own logos and branding if they wish.

**Ordering FAQs****How flexible is the five (5) day Provisioning Lead Time?**

The stated Lead Time of 5 days is provided to ensure customer expectations can be met, and is generally exceeded. If a rapid deployment is required, it is often possible to accommodate, but this cannot be committed to.

**What is the minimum number of Mailboxes that can be protected?**

Yes. FortiMail Cloud has a minimum Order size of 25 Mailboxes for the standard offering and 500 mailboxes for the MSSP service.

**What is the maximum number of Mailboxes that can be protected?**

For Gateway & Gateway Premium services, there is no upper limit. For Server & Server Premium services, the maximum limit is 1,000 Mailboxes.

**What constitutes a mailbox for the purposes of ordering the FortiMail Cloud service?**

A mailbox is defined as an active user. Distribution lists and aliases can be excluded from the total licensed number.

**What happens if a customer exceeds the licensed number of mailboxes?**

It is the responsibility of the customer to monitor the number of active mailboxes and notify Fortinet should this change significantly. If Fortinet detect an unusual amount of activity over what has been licensed, Fortinet reserves the right to audit the usage and if necessary withhold service until the customer purchases the correct licenses.

**Is it possible to have a mix of premium and non-premium mailboxes?**

No. It is not possible to mix service levels on a single account.

**How do I increase the size of my service? Are the licenses stackable?**

Licenses should be purchased purely on the size of the current Order. Licenses are stackable?

**Management FAQ****What will Fortinet provide as part of the service?**

Fortinet is responsible for the provision of the infrastructure, the virtualization layer, and presentation of the customer of FortiMail Cloud environment. Fortinet will capture basic configuration information from the customer as part of the provisioning process, and then integrate this into a Best Practice configuration that is deployed.

Additionally, Fortinet is responsible for any patching activities that are required. Fortinet will either update the FortiMail software in response to any security update, or otherwise will only update on customer request.

**What is the customer responsible for?**

The customer is given administrative access to the environment, and is responsible for any further configuration or customization that is required. FortiMail Support is on hand to help provide guidance and expertise when necessary.

**Can I integrate my FortiMail Cloud service with existing on-premises FortiAnalyzer or FortiSandbox platforms?**

Yes.

**What size VM will I receive on ordering?**

You will be provisioned a FortiMail VM instance appropriate to the number of mailboxes ordered. As a rule of thumb, the following is provided to FortiMail Cloud Gateway customers (however this may be modified based on the particular requirements).

25 to 100 Mailboxes	-	VM01
101 to 1000 Mailboxes	-	VM02
1001 to 5000 Mailboxes	-	VM04
5001 to 10000 Mailboxes	-	VM08
10000+ Mailboxes	-	VM16

Note that the FortiMail cloud team will provision resource (CPU & RAM) as appropriate on the backend systems. VM sizes start at VM08 for FortiMail Cloud for MSSP customers. See MSSP FAQ for details.

**Security & Resiliency FAQ****Where is FortiMail Cloud hosted?**

FortiMail Cloud is currently hosted in Canada, within a Fortinet managed Data Center.

**My customer is EMEA/APAC based, can they use the service?**

FortiMail Cloud is open to use by organizations from all regions, however it is down to the organization to ensure that this solution meets the local data privacy and processing regulations.

An EMEA datacenter is in the process of being provisioned (ETA Q1/18). Fortinet plans to expand the service into other locations as the service develops.

**What standards does the Datacenter hold?**

FortiMail Cloud datacenter is SSAE16 & CSAE3416 certified and work is underway to certify to ISO27001:500. More detail can be found in the [FortiCloud and Regional FortiCloud Data Centers](#) document.

**Is customer data encrypted in transit?**

FortiMail Cloud will by default attempt to perform Transport Layer Encryption (TLS) on connections between the platform and customer mail servers and sending mail servers. Please note this is dependent on the connecting server or client supporting TLS connections.

**Is the service backed up?**

All data on the FortiMail Cloud platform is backed up on behalf of the customer.

**Is customer data retained on the FortiMail Cloud platform?**

For the Gateway service the only data retained on the platform is that held within Quarantine pending release by the customer, and all other mail data is transient for the purposes of scanning and deleted once processed.

For the Server mode service the full email content is retained on the customer assigned server and in data backups.

**Is there a Service Level Agreement on the service?**

Yes, Fortinet offers service guarantees around Service Availability, and Accuracy of scanning. Please see the [Service Description](#) for further details.

**What happens if a spam or virus is detected? Can a user self-remediate?**

By default, email containing malware is sent to the system quarantine where the domain administrator can review and release if required. The recipient receives a regular spam report and can self-administer their spam quarantine and release/delete as required.

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